

How to Break the Error Chain!

By AVCM(AW) David Kennon

One of the most challenging aspects of leadership in any maintenance department pertains not just to getting the job done and meeting mission requirements, but also ensuring that our most precious resources—our personnel—are performing each and every function safely and by the book, no shortcuts.

An innovative method to help mitigate safety violations by one Marine Corps squadron incorporated the use of a “Safety Violation Logbook” for documenting safety infractions. An example of typical logbook entries follows:


Within this squadron, anyone can document a safety violation, but QA personnel, CDIs, or other staff NCOs find most discrepancies as they walk around the hangar or on the flight line. The offender is required to report to QA and receive counseling regarding his safety violation. Afterward, he signs the logbook, indicating he has received the corrective training.

The logbook allows the command to track those personnel who routinely violate safety regulations and increase the level of training on specific areas of concern throughout the command. This helps to identify

Violator's Name	Shop	Offense #	Date	Safety Violation	Violator's Signature	QA
Price	ORD	1	29Jul04	NC-10 not chocked		LD
Jones	AVI	1	01AUG04	Working on acft w/o maintenance manual		10
Smith	AF	1	01AUG04	Standing on chocks (using as a maint stand)		
Russel	P/L	1	04AUG04	On engine stand without cranial		
Smith	AF	2	18AUG04	Used cruise box as a maint stand		
Price	ORD	2	24AUG04	Climbed into cockpit w/o cranial		
Malley	ORD	1	29AUG04	No wing-walkers while towing acft		
Smith	AF	3	30AUG04	On acft w/o cranial strapped		
Prince	P/L	1	01SEP04	Goggles not down for launch		
Garner	ORD	1	28SEP04	Towing acft too fast		
Brooks	A/F	1	01OCT04	Sending Marines to work on acft w/o ATAF		
Brooks	A/F	2	15OCT04	No safety glasses		

Within three months of implementing this program, QA observed a significant decrease in infractions, from about 17 per month to three per month (an 82 percent decrease).

likely mishap causes early, allowing command personnel to break the error chain before a major mishap occurs. More serious offenses and repeat offenders are addressed directly through disciplinary action as

required. The following chart illustrates the corrective actions required for repeat offenders. 

SIGNATURES	CORRECTIVE ACTION
1ST & 2ND	WARNING/TRAINING
3RD	SAFETY CLASS WITHIN INDIVIDUAL'S SHOP
4TH & 5TH	WARNING/MORE TRAINING
6TH	SAFETY CLASS FOR THE MAINTENANCE DEPARTMENT
7TH	PUT ON REPORT (NJP)

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